GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:89
ANSWERED ON:24.07.2000
NON-FUNCTIONING OF TRUNK & LOCAL LINES
RENU KUMARI SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether trunk and local lines have not been functioning properly in all the telephone exchanges of the country for the last few day;

(b) if so, the reasons therefor;

(c) the number of complaints received by the M.T.N.L. in June,2000;

(d) the time limit prescribed for attending to these complaints; and

(e) the steps taken by the Government to rectify the complaints?

Answer

MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

a) No, Sir.
b) Question does not arise in view of (a) above.
c) The number of complaints received in MTNL during June,2000 are given below:

DELHI	MUMBAI
7,78,546	4,73,624

d) The complaints are to be set right within 48 hours except cable break downs and major faults.

e) Following steps are being taken to rectify the complaint:-

i) Fault repair services are being computerized in more and more exchanges. ii) Pagers have been provided to line staff in State Capitals for quick restoration of faults. iii) Control rooms have been opened to monitor the cable faults and coordinate for expeditious rectification during monsoon period. iv) More and more customers service centers are being opened for speedy redressal of complaints/grievances of the subscribers.